

Manager of Information and Communication Technology

Salary: \$69,840 - \$81,324

A **Manager of Information and Communication Technology**, upon application, shall have the following training & experience:

- Required:
1. Bachelor's degree from an accredited college or university with a major in computer science, computer engineering, information systems or related field information technology field and
 2. A minimum of three (3) years of demonstrated experience in the computer science field, including considerable experience in supervision, design, programming, network administration and/or other information technology operations.
 3. Extensive knowledge of the professional practices and procedures associated with the installation, troubleshooting and repair of local- and wide-area networks, personal computers, operating systems, security measures and peripheral equipment.

Preferred: Microsoft Certifications and Cisco CCNE certifications or other applicable professional development

GENERAL STATEMENT OF DUTIES: The **Manager of Information and Communication Technology** is responsible for the management and leadership of the city's technology and communication innovation, involving the research, development, procurement, security and use of information technology. Manages all professional IT staff, resources and supporting operations, schedules, assignments, budgets and procedures to successfully coordinate and support information technology projects and day-to-day operations. Work is performed under the general supervision of the Director of Finance, however the individual is expected to develop his/her own work methods and demonstrate the initiative to implement technological innovations, be visionary, resourceful and versatile.

ESSENTIAL DUTIES AND RESPONSIBILITIES: A **Manager of Information and Communication Technology** may be called upon to do any or all of the following (*These examples do not include all of the tasks which the employee may be expected to perform*):

- Foster a culture of innovation and modernization within the city and receptive to new ideas and enhancements.
- Develops policies, procedures and business processes for information technology, including developing, implementing and managing the technology master plan.
- Oversees the development and implementation of a comprehensive city-wide information technology strategic plan and vision, with stakeholder input that supports the efficient, effective, responsive, transparent operation of the city.
- Takes a leadership role in developing and implementing short-term and long-term technology plans and updates and communicates these plans regularly.
- Performs both administrative and technical duties required to develop necessary plans, systems and programs to develop integrated technology operation
- Works with management team to identify and document opportunities to integrate innovative IT solutions and resources to facilitate efficient city operations and improves methods of service delivery.
- Researches, directs, designs and implements innovative technological solutions to meet the diverse needs of all city departments including analyzing needs and developing programs.
- Facilitates interdepartmental collaboration for implementation of new technology required to achieve innovation and ensure interoperability between technological platforms.
- Identifies and keeps current with relevant advances in information technology and innovative approaches to relevant solutions.
- Develops and monitors the information technology budget. Determine asset lifecycles and assist with the formulation of the internal service IT user charge(s). Prepares annual capital project improvement recommendations for information technology initiatives.
- Performs cost/benefit analysis for hardware and software and recommends changes as appropriate. Analyzes costs and benefits related to IT solutions and makes associated recommendations to administration.

Manages the planning, acquisition, installation and configuration of municipal applications and business systems, client-server Hardware (e.g. file servers, personal computers, print servers, printers and other shared resources) and software, social media, network infrastructure, web-based technologies, wireless and mobile connectivity, and telephony systems.

Implements training for employees engaged in information technology activity.

Monitors and optimizes all network resources to ensure reliable and efficient communications and analyzes statistics and operational activity.

Manages and directs personnel in the daily operation and maintenance of the computer network and phone and security systems.

Ensures that all program upgrades are necessary, tested, installed and operational.

Responsible for the installation and configuration of new hardware and software, file servers, personal computers, print servers, printers and other shared resources.

Maintains existing equipment.

Manages and coordinates technical support and solutions through internal staff and third-party service and support contracts for various software application licensing and support services, telecommunications support for voice and private network data services, firewall and internet security contracts, email systems and other areas of technology.

Develops, maintains, and improves operational documentation, procedures and policies for all IT systems, backup and recovery, security, computer usage, social media and other IT functions.

Directs and monitors all mandatory computer security awareness training programs; manages and reviews all policy violations and prepares recommendations for corrective action.

Prepares all network and security documentation for IT related audits, including audits by state and federal groups.

Maintains a strong working knowledge of technological advances in computer hardware, software and records management systems by reading periodicals, attending seminars and formal training.

Performs in-depth systems analysis and development of complex, technical or sensitive projects that impact the city's administrative IT operations.

Oversees, manages, and directs information technology employees and resources, evaluates performance, and assists the Director of Finance with direct personnel management.

Trains IT staff and assists in recruitment and selection.

Works in other technological areas and performs other related duties, as assigned.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledgeable in municipal operations, regulations and applicable governmental requirements as it relates to information technology.

Demonstrate the ability to work well in a goal-orientated team environment with city officials, other city departments, city vendors and the public.

Demonstrate the ability to communicate effectively both orally and in writing.

Ability to effectively manage and lead a group of IT professional support staff while employing sound management and business practices.

Ability to critically assess situations and solve problems, and to work effectively under stress, within deadlines and changes in work priorities.

Skill in responding to inquiries and requests with a high degree of diplomacy and professionalism.

Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City administrators and officials, professional contacts and the public.

APPLY: The Human Resources Department must receive a completed City of Royal Oak *employment application*
No later than: No Deadline/Process open until Filled. – First review of applications on March 16, 2015

Application packets are available online at www.romi.gov/jobs or
in the Human Resources Office at City Hall, 211 S Williams St, Royal Oak, MI 48067.